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WHAT IS CLAIMED IS:

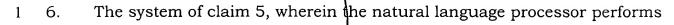
A system for electronic communication management comprising:

a contact center configured to send and receive communications;

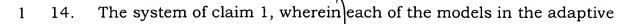
a modeling engine configured to analyze received communications and determine an intent of a received communication;

an adaptive knowledge base configured to store models; and a feedback module configured to analyze responses to the received communications and provide feedback to the modeling engine, which uses the feedback to update the models in the adaptive knowledge base.

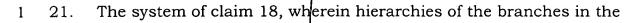
- 1 2. The system of claim 1, wherein the contact center is configured to send 2 and receive communications via text-based communication channels.
- 1 3. The system of claim 1, wherein the contact center is configured to send 2 and receive communications via a voice-based communication channel.
- 1 4. The system of claim 1, wherein the contact center is configured to receive 2 text communications containing natural language.
- The system of claim 4, wherein the modeling engine includes a natural language processor configured to analyze the text communications to identify concepts.



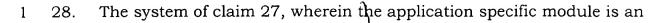
- 2 a morphological analysis of the text communications.
- 1 7. The system of claim 5, wherein the natural language processor performs
- 2 a semantic analysis of the text communications.
- 1 8. The system of claim 5, wherein the natural language processor includes
- 2 a lexical knowledge base.
- 1 9. The system of claim 1, further comprising an automatic response module
- 2 that generates the responses to the redeived communications.
- 1 10. The system of claim 1, wherein the responses to the received
- 2 communications are generated by agents.
- 1 11. The system of claim 1, wherein the contact center converts received
- 2 communications into a universal data model format.
- 1 12. The system of claim 1, further comprising an audit module that monitors
- 2 responses generated by agents for quality.
- 1 13. The system of claim 12, wherein the audit module produces an audit
- 2 result that is fed back to the modeling engine.



- 2 knowledge base includes an accuracy gauge that is updated by feedback.
- 1 15. The system of claim 14, wherein the adaptive knowledge base includes
- 2 models for active concepts and models for inactive concepts.
- 1 16. The system of claim 15, wherein the models for active concepts become
- 2 inactive when they have a sufficiently low accuracy rating.
- 1 17. The system of claim 15, wherein the models for inactive concepts become
- 2 active when they have a sufficiently high accuracy rating.
- 1 18. The system of claim 1, wherein the models in the adaptive knowledge
- 2 base are organized into categories and the categories are associated with
- 3 branches.
- 1 19. The system of claim 18, wherein the modeling engine modifies the
- 2 branches in the adaptive knowledge base using the feedback from the feedback
- 3 module.
- 1 20. The system of claim 18, wherein hierarchies of the branches in the
- 2 adaptive knowledge base are created manually.



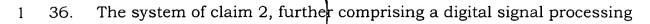
- 2 adaptive knowledge base are created automatically.
- 1 22. The system of claim 18, wherein the branches in the adaptive knowledge
- 2 base have associated rules.
- 1 23. The system of claim 1, wherein the modeling engine includes a statistical
- 2 modeler that creates the models and performs relationship algebra using the
- 3 models.
- 1 24. The system of claim 1, wherein the modeling engine automatically
- 2 retrieves data based on the intent of the received communication.
- 1 25. The system of claim 24, wherein an automatic response module
- 2 supported by the modeling engine generates a response to the received
- 3 communication using the retrieved data.
- 1 26. The system of claim 24, wherein an agent composes a response to the
- 2 received communication using the retrieved data.
- 1 27. The system of claim 1, wherein the modeling engine supports an
- 2 application specific module.



- 2 automatic response module.
- 1 29. The system of claim 27, wherein the application specific module is an
- 2 expertise routing module.

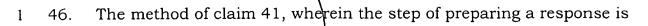


- 1 30. The system of claim 27, wherein the application specific module is an
- 2 automatic task prioritization module.
- 1 31. The system of claim 27, wherein the application specific module is a
- 2 content filter module that filters content of agent-generated responses.
- 1 32. The system of claim 27, wherein the application specific module is a
- 2 business process automation module.
- 1 33. The system of claim 27, wherein the application specific module is a
- 2 workflow application.
- 1 34. The system of claim 27, wherein the application specific module is a
- 2 Frequently Asked Questions module.
- 1 35. The system of claim 27, wherein the application specific module generally
- 2 classifies the received communications according to content.



- 2 module configured to process received voice communications.
- 1 37. The system of claim 36, wherein the digital signal processing module
- 2 categorizes the received voice communications according to acoustical content
- 3 of the received voice communications.
- 1 38. The system of claim 1, wherein the feedback module is further configured
- 2 to support multiple feedbacks to a single received communication.
- 1 39. The system of claim 1, wherein the received communications include
- 2 documents.
- 1 40. The system of claim 39, wherein a statistical matching value between the
- 2 documents and the models is evaluated by a calculated statistical likelihood
- 3 value.

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1	41. A method for electronic communication management, comprising the			
2	steps of:			
3	receiving a communication;			
4	analyzing the communication to determine an intent;			
5	predicting a response to the communication based on the intent,			
6	producing a predicted response;			
.7	preparing a response to the communication, producing an actual			
8	response; and			
9	comparing the actual response to the predicted response to improve			
10	subsequent predictions.			
1	42. The method of claim 41, further comprising the step of routing the			
2	communication based on semantical content of the communication.			
1	43. The method of claim 41, wherein the communication is expressed in			
2	natural language.			
1	44. The method of claim 41, wherein the step of predicting a response to the			
2	communication includes comparing the communication to a model.			
1	45. The method of claim 41, wherein the step of preparing a response is			
2	performed by an automatic response module.			

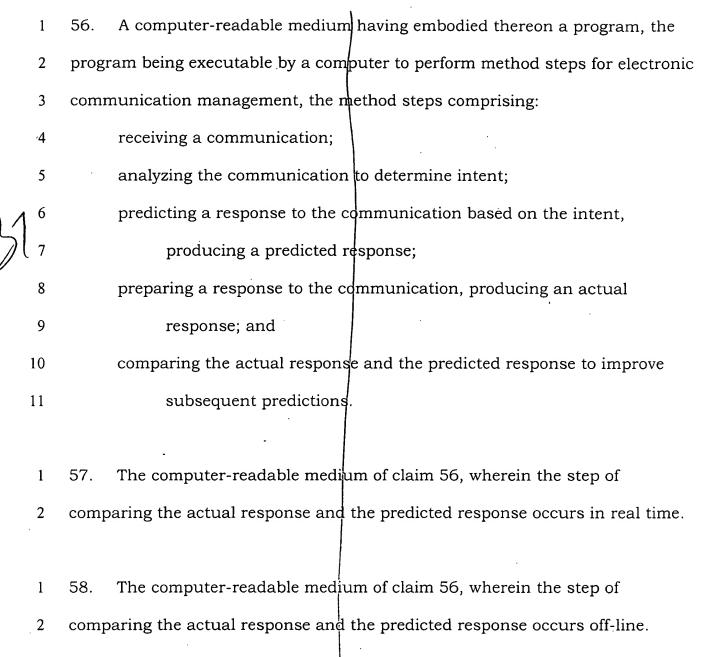


- 2 performed by an agent.
- 1 47. The method of claim 41, wherein the communication is a text
- 2 communication containing natural language.
- 1 48. The method of claim 47, wherein the step of analyzing the
- 2 communication includes morphological analysis and semantic analysis.
- 1 49. The method of claim 41, wherein the step of predicting a response to the
- 2 communication includes comparing the communication to a set of models that
- 3 corresponds to a category related to the intent.
- 1 50. The method of claim 41, wherein the step of comparing the actual
- 2 response and the predicted response produces feedback that is used to modify
- 3 a model.
- 1 51. The method of claim 50, where if the actual response is substantially the
- 2 same as the predicted response, the feedback is positive, and if the actual
- 3 response is substantially different from the predicted response, the feedback is
- 4 negative.

- 1 52. The method of claim 41, wherein the communication is a voice
- 2 communication expressed in natural language.
- 1 53. The method of claim 52, wherein the step of analyzing the
- 2 communication includes digital signal processing of the voice communication.

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- 54. The method of claim 53, wherein the step of predicting a response to the
- 2 communication includes categorizing the voice communication based on
- 3 acoustical content of the voice communication.
- 1 55. A method for processing a relationship event, comprising the steps of:
- 2 receiving the relationship event;
- analyzing the relationship event to identify concepts in the relationship
- 4 event;
- 5 building an event model of the relationship event using the concepts;
- 6 mapping the event model to models in a knowledge base to produce
- 7 category scores; and
- 8 routing the relationship event for action based on the category scores.



	1	5 9. <i>I</i>	A computer-readable medium having embodied thereon a program, the
	2	progra	m being executable by a computer to perform method steps for
	3	proces	sing a relationship event, the method steps comprising:
	4	1	receiving the relationship event;
	5	. 6	analyzing the relationship event to identify concepts in the relationship
	6		event;
h	7	l	building an event model of the relationship event using the concepts;
	8	1	mapping the event model to models in a knowledge base to produce
	9		category scores; and
Tagal' Pagal'	10	1	routing the relationship event for action based on the category scores.
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nu 1.	1	60. A	A system for electronic communication management, comprising:
II II III	2	ı	means for receiving a communication;
	3	I	means for analyzing the communication to determine intent;
, mark	. 4	·	means for predicting a response to the communication based on the
	5		intent, producing a predicted response;
	6	I	means for preparing a response to the communication, producing an
	7		actual response; and
	8	I	means for comparing the actual response and the predicted response to
	9		improve subsequent predictions.

